

PROGRAM - SERVICE 2007

31.05.2007, Hotel Kong Frederik, Vester Voldgade 25, Copenhagen V

10.00 Reg. and coffee

10.30 Opening of the conference

Allan Bugge, BFE

10.40 Consumer expectation to service

Enzo Volpato, Sony

11.10 How can CE recruit the right technical knowledge and how to keep them in the CE

Stein Diesen, Mercuri International A/S

11.45 Who have the responsibility with connection of different products, cabling and SW

Kim Johansen, Philips

12.00 How can an increasing number of "no error found" be reduced and who are going to pay

Roger Tangen, Expert

12.25 Parallel imported products, how are guarantee, after sales service and claim managed

Carl Bökwall ,Baker&McKenzie

13.00 LUNCH

Workshops

14.00 Session D
Uddannelse af tekniker
Og krav til Flat TV m.v.
Henrik Deuleran, EUC

Session S
Praktiska regler KKL
LCD, Plasma etc.
Olaf Pettai, Pioneer

Session N
Lagringsenheter -
Norsk forbrukerkjøpslov
Verksteder, handel og
leverandører har ansvar for
tapt innhold på lagringsenheter
Hvordan kan ansvaret lempes

14.30 Kunderne fortjener den
bedst muligt service
CRM servicesystem
skaber mere tilfredshed
og loyale kunder
Bent Kudsk, B&O

Tunga produkter -
servicetransport
Kent Bladh, Powermill

Galvanisk skille:
Nye norske myndighetskrav.
Galvanisk skille på TV apparater
en utfordring for både
forbrukeren og verkstedene

15.00 Erfaring med set top bokse
Ulrik Petersen Sony

Framtidens boxar
Martin Sigurdson,Dilog

16.00 How to repair in due time

Martien Steeghs, Technorep NL

16.30 Panel debate on Service in the future

Panel from Denmark:
Lars Steffensen, Sony
Kurt Bruun, Elesco

Panel from Sweden:
Olof Lindbom, Philips
Sonny Fjällström, Euronics

Panel from Norway:
Roger Tangen, Expert
Jon Olav Næss, Elesco

17.00 END